

GRACE UNDER PRESSURE: DEALING WITH DIFFICULT PEOPLE

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TYPES OF DIFFICULT PEOPLE:

- **Floor Hogs:** Take over the meeting; don't let anyone else talk
- **Constant Commenters:** They have an answer for every question. A comment for every answer. Like to have the last word. May often extend meeting because they ask questions or feel need to respond to something.
- **Yellers:** Use their tone of voice to control a discussion or other situation; seek to intimidate others.
- **Nitpickers:** They always have a better idea, a way something could be done differently, or find a flaw.
- **Controllers:** Have to be right. There is always an excuse for their behavior, and always a reason to blame others. Everything is a competition.
- **Negative Nancies:** Focus on the negative and shut down positivity.

HOW TO DEAL:

- Breathe
- Take a moment to respond
- Avoid power struggles
- Confront damaging behaviors one-on-one
- Meet negativity with positivity
- Set limits and boundaries
- Engage in self-care
- Look for specific solutions to the situation

ENGAGE IN SELF CARE:

- Deep breathing
- Mindfulness
- Exercise
- Journaling
- Avoid inflammatory situations when possible
- Be proactive instead of reactive
- Ask for help if needed

SEXUAL HARASSMENT

DEFINED: Unwanted sexual advances, requests for favors (even in jest), and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting the individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating intimidating, hostile, or offensive working environment.

Behavior is severe OR pervasive (doesn't need to be both) to meet legal standard for harassment.

WHAT TO DO:

- **Clearly** tell the person to stop. (Even the first time.)
- Report the person to club leadership and/or agent.
- In cases of illegal activity such as stalking or assault, report (or encourage the victim to report) to the police.
- Keep a record of incidences. Start a paper trail. Can be done by emailing concerns to agent or club leadership.
- Stand your ground.